

What is claimed is:

1. A business management method, comprising:

5 based on data received from a terminal of a staff member,
registering data concerning an activity state of said staff member
and data concerning a settlement state of problems in a work that
said staff member is doing, into a storage device;

judging suitability of said work that said staff member is
doing, by using a predetermined rule, which is stored in a rule
10 storage, for at least said activity state and said settlement state
of said problems, and said data registered in said storage device;
and

transmitting a manager terminal data representing said
suitability of said work that said staff member is doing.

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2. A business management method, comprising:

based on data received from a terminal of a staff member,
registering data concerning an activity state of said staff member
and data concerning a settlement state of problems in a work that
20 said staff member is doing, into a storage device;

judging suitability of said work that said staff member is
doing by using a predetermined rule, which is stored in a rule
storage, for at least said activity state and said settlement state
of said problems, and data stored in said storage device; and

25 specifying either of said work, which is judged that there
is no suitability, and said staff member, who is doing said work,
and transmitting data concerning either of the specified work and
the specified staff member to a manager terminal.

30 3. A business management method, comprising:

based on data received from a terminal of a staff member,

registering data concerning an activity state in each phase of a negotiation and data concerning a settlement state of problems in said negotiation, into a negotiation data storage;

judging possibility of a success or failure of a negotiation
5 to be processed by using a first condition concerning said activity state set for each phase, a second condition concerning said settlement state of said problems set for each phase, and data registered in said negotiation data storage; and

transmitting data representing said possibility of the
10 success or failure of said negotiation to be processed in a specific phase to a manager terminal.

4. The business management method as set forth in claim 3, wherein said data concerning said activity state is either of a number of
15 visits to a customer and a staying time at said customer.

5. The business management method as set forth in claim 3, wherein said data concerning said settlement state of said problems is any of a set of a number of occurred problems and a number of settled
20 problems, a problem settlement rate, and a problem unsettlement rate.

6. The business management method as set forth in claim 3, wherein said judging comprises:

25 comparing a first condition concerning said activity state in said specific phase with said data concerning said activity state in said specific phase of said negotiation to be processed; and
comparing a second condition concerning said settlement state of said problems in said specific phase with said data
30 concerning said settlement state of said problems up to said specific phase of said negotiation to be processed.

7. The business management method as set forth in claim 6, wherein said data representing said possibility of the success or failure includes data representing a region, to which said negotiation to
5 be processed belongs, among a plurality of regions in a plane, wherein said plane is mapped with an axis for said data concerning said activity state and an axis for said data concerning said settlement state of said problems, and said plurality of regions are obtained by dividing said plane by said first condition
10 concerning said activity state and said second condition concerning said settlement state of said problems.

8. The business management method as set forth in claim 3, wherein said first condition concerning said activity state is calculated
15 based on data concerning said activity state in each phase of past successful negotiations and data concerning said activity state in each phase of past failed negotiations, and said second condition concerning said settlement state of said problems is calculated based on data concerning said settlement state of said problems
20 in each phase of said past successful negotiations and data concerning said settlement state of said problems in each phase of said past failed negotiations.

9. The business management method as set forth in claim 3, further
25 comprising specifying a negotiation whose possibility of the success or failure is under a predetermined reference, and transmitting data of the specified negotiation to said manager terminal.

30 10. The business management method as set forth in claim 3, wherein said data received from said terminal of said staff member is data

of a business daily report.

11. The business management method as set forth in claim 7, further comprising transmitting said manager terminal data in which said
5 first condition concerning said activity state, said second condition concerning said settlement state of said problems, and a position data of said negotiation to be processed in said specific phase are disposed in said plane.

10 12. A business management method, comprising:

based on data received from a terminal of a staff member, registering data concerning an activity state in each phase of a negotiation and data concerning a settlement state of problems in said negotiation into a negotiation data storage;

15 judging possibility of a success or failure of a negotiation to be processed by using a first condition concerning said activity state set for each phase, a second condition concerning said settlement state of said problems set for each phase, and data registered in said negotiation data storage; and

20 specifying a negotiation whose possibility of the success or failure is under a predetermined reference, and transmitting data of the specified negotiation to a manager terminal.

13. A computer program embodied on a medium for a business management
25 method, said computer program comprising:

based on data received from a terminal of a staff member, registering data concerning an activity state of said staff member and data concerning a settlement state of problems in a work that said staff member is doing, into a storage device;

30 judging suitability of said work that said staff member is doing, by using a predetermined rule, which is stored in a rule

storage, for at least said activity state and said settlement state of said problems, and said data registered in said storage device; and

transmitting a manager terminal data representing said
5 suitability of said work that said staff member is doing.

14. A computer program embodied on a medium for a business management method, said computer program comprising:

based on data received from a terminal of a staff member,
10 registering data concerning an activity state of said staff member and data concerning a settlement state of problems in a work that said staff member is doing, into a storage device;

judging suitability of said work that said staff member is doing by using a predetermined rule, which is stored in a rule
15 storage, for at least said activity state and said settlement state of said problems, and data stored in said storage device; and

specifying either of said work, which is judged that there is no suitability, and said staff member, who is doing said work, and transmitting data concerning either of the specified work and
20 the specified staff member to a manager terminal.

15. A computer program embodied on a medium for a business management method, said computer program comprising:

based on data received from a terminal of a staff member,
25 registering data concerning an activity state in each phase of a negotiation and data concerning a settlement state of problems in said negotiation, into a negotiation data storage;

judging possibility of a success or failure of a negotiation to be processed by using a first condition concerning said activity
30 state set for each phase, a second condition concerning said settlement state of said problems set for each phase, and data

registered in said negotiation data storage; and

transmitting data representing said possibility of the success or failure of said negotiation to be processed in a specific phase to a manager terminal.

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16. The computer program as set forth in claim 15, wherein said judging comprises:

comparing a first condition concerning said activity state in said specific phase with said data concerning said activity state in said specific phase of said negotiation to be processed; and

comparing a second condition concerning said settlement state of said problems in said specific phase with said data concerning said settlement state of said problems up to said specific phase of said negotiation to be processed.

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17. The computer program as set forth in claim 15, wherein said first condition concerning said activity state is calculated based on data concerning said activity state in each phase of past successful negotiations and data concerning said activity state in each phase of past failed negotiations, and said second condition concerning said settlement state of said problems is calculated based on data concerning said settlement state of said problems in each phase of said past successful negotiations and data concerning said settlement state of said problems in each phase of said past failed negotiations.

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18. A business management apparatus, comprising:

means for registering, based on data received from a terminal of a staff member, data concerning an activity state of said staff member and data concerning a settlement state of problems in a work that said staff member is doing, into a storage device;

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means for judging suitability of said work that said staff member is doing, by using a predetermined rule, which is stored in a rule storage, for at least said activity state and said settlement state of said problems, and said data registered in said storage device; and

means for transmitting a manager terminal data representing said suitability of said work that said staff member is doing.

19. A business management apparatus, comprising:

means for registering, based on data received from a terminal of a staff member, data concerning an activity state of said staff member and data concerning a settlement state of problems in a work that said staff member is doing, into a storage device;

means for judging suitability of said work that said staff member is doing by using a predetermined rule, which is stored in a rule storage, for at least said activity state and said settlement state of said problems, and data stored in said storage device; and

means for specifying either of said work, which is judged that there is no suitability, and said staff member, who is doing said work, and transmitting data concerning either of the specified work and the specified staff member to a manager terminal.

20. A business management apparatus, comprising:

means for registering, based on data received from a terminal of a staff member, data concerning an activity state in each phase of a negotiation and data concerning a settlement state of problems in said negotiation, into a negotiation data storage;

means for judging possibility of a success or failure of a negotiation to be processed by using a first condition concerning said activity state set for each phase, a second condition

concerning said settlement state of said problems set for each phase,
and data registered in said negotiation data storage; and

means for transmitting data representing said possibility
of the success or failure of said negotiation to be processed in
5 a specific phase to a manager terminal.

21. The business management apparatus as set forth in claim 20,
wherein said means for judging comprises:

means for comparing a first condition concerning said
10 activity state in said specific phase with said data concerning
said activity state in said specific phase of said negotiation to
be processed; and

means for comparing a second condition concerning said
settlement state of said problems in said specific phase with said
15 data concerning said settlement state of said problems up to said
specific phase of said negotiation to be processed.

22. The business management apparatus as set forth in claim 20,
wherein said first condition concerning said activity state is
20 calculated based on data concerning said activity state in each
phase of past successful negotiations and data concerning said
activity state in each phase of past failed negotiations, and said
second condition concerning said settlement state of said problems
is calculated based on data concerning said settlement state of
25 said problems in each phase of said past successful negotiations
and data concerning said settlement state of said problems in each
phase of said past failed negotiations.